

CONDITIONS OF BOOKING & OCCUPANCY

- All bookings and quoted rates are confirmed only upon receipt of deposit (minimum deposit is 1st night for shorter stays or 1st week tariff for longer stay)
- All outstanding monies are to be paid 7 days prior to arrival, If staying longer than 2 weeks, all monies are paid each fortnight - **in advance**
- For cheque deposits, booking is confirmed when cheque has cleared
- Please note:
Credit card information is required for Security Purposes.
All major creditcards are accepted –
- Amex and Diners attract a 3% surcharge
- Please state exact numbers of guests staying. (quotes are based on apartment size, numbers of guests, as well as length of stay)
- Management retains the right to not accept or extend bookings.
- For longer stays, it is a condition of entry that our staff can access the apartment weekly for cleaning and linen change.
- It may be required for management to enter for maintenance and servicing requirements. This will be done with every consideration for your privacy
- All apartments are strictly non-smoking
- No pets, except under Guide Dog Regulations
- Lost keys and remotes attract a \$150.00 replacement fee - due to a change of locks being necessary for future guest's security.
- Damages and breakages must be reported to reception as soon as possible and all costs incurred will be charged back.

Check- in after 2 p.m. - Check-out prior to 10 am
Office hours 8 a.m. – 8 p.m.

CANCELLATION POLICY

If cancelled more than 14 days from booked dates

- \$30.00 admin fee

7 days – 1st night tariff

N.B. There is no refund on deposit for bookings cancelled less than 7 days